

Smith Management Group

Management Consulting
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ALBANY
REGULATORY AUTH.

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September 13, 2001

EXECUTIVE SECRETARY

97-00359

Joe Werner, Chief
Telecommunications Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

By Telefax 615- 741-5015

SUBJECT: Bell South Failure to Provide Services

Dear Mr. Werner:

I regret the necessity of sending this letter but I must ask that the Tennessee Regulatory Authority assist me in obtaining telecommunications services for my company. On July 5, 2001, Smith Management Group entered into an agreement with Network Telephone to provide local telephone access, long distance service and internet access. This contract was made necessary due to the imminent demise of Bluestar, our former internet access provider. Since that time, we have been working with Network Telephone to have the line installed through which this service would be provided. As you are well aware, Bell South must provide installation services in order for our service to be initiated.

Over the past three months, we have received numerous installation dates, none of which have materialized. Bell South has repeatedly clarified the order back to Network Telephone, often after providing us with an installation date. Yesterday, the latest scheduled installation date, the order was returned by Bell South because Bell South had transposed two numbers on our address. We were informed of this at 4:30PM in the afternoon, after waiting all day (not to mention three months) for the installer to arrive. We have now been notified that our new installation date is next week. This treatment is inexcusable, abusive and unconscionable.

Our society has chosen to eliminate the monopoly of companies like Bell South in selling services, of necessity we must tolerate a monopoly in control of the lines through which these

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services are provided. Bell South is abusing its position of control and is creating a serious financial hardship for my company.

I look to the Tennessee Regulatory Authority to investigate this situation and compel Bell South to operate responsibly. Please contact me to let me know what else I might do to reach a successful conclusion to this travesty.

Very truly yours,
Smith Management Group


Sara G. Smith
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